

To: Spirit Award Committee

From: Jamie White, Grounds Superintendent

Date: 7/12/2013

Nominated Employee: **Dorothy Jean Jones**

Spirit Award

Mrs. Jean is currently a member of our athletic crew and has been nominated for the SPIRIT Award because of the pride she puts into her work and the motivation and professional example she sets for her Public Service colleagues. She works hard and consistent to keep the athletic field conditions safe and playable to reflect Germantown's high performance standards and core values. Her 18 years of experience with the City affirms her dedication and unselfish commitment to support and meet all the criteria of the SPIRIT Award requirements.

Service Excellence

Mrs. Jean's work ethics toward her duties is a model that should be replicated by everyone. When times get demanding, Mrs. Jean will put her best foot forward and get the job done without ever complaining about her coworkers, weather conditions, or hard to satisfy customers. The job will always be done in a timely and professional manner without exception or difficulty of the challenge. Mrs. Jean's experience and knowledge of the athletic crew responsibilities provides 100% customer satisfaction by understanding what will be requested beforehand.

Produce A+ Results

Mrs. Jean works hard to assure that all of the many sports organizations stay satisfied with superior field conditions and landscape. She will accommodate any request if at all possible considering staffing and budgetary constraints. If we have the necessary budget and resources the requests will be addressed as soon as time is made available, no matter what element may be present.

Initiative

Mrs. Jean is an employee that wants to provide a quality service to all her internal and external customers. She not only works in the sometimes harsh weather conditions but during the holiday season she takes a major role in decorating People Street for Christmas. If she has something at home that could provide an extra touch to something she will bring it in without hesitation.

Responsible

Mrs. Jean has a great attitude, loves her job, and is respectful to all coworkers and customers. She is open with her comments and the person to ask when you want a very honest opinion. It doesn't matter if it isn't the answer you want to hear but you can't help but to enjoy the way she presents her criticism.

Innovative

Throughout her career with Germantown she has worked on multiple crews. Mrs. Jean is open-minded and receptive to try new technology or ideas. She is quick to get involved in new challenges and ideas.

Teamwork

Mrs. Jean's tenure with the City has exposed her to many different challenges and subsequent solutions that are performed by the Public Services Department. She has the knowledge to instruct others on what needs to be done and can explain the best methods for the best results. She is a mentor to our seasonal employees and taking the lead role is one way that Mrs. Jean provides as a team. She also provides hands on labor, more occasions then not, to complete tasks the most efficient way.